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Record Request Documentation Guidelines

Providers are responsible for being knowledgeable about MaineCare policies for their provider type. Monitor the [policy updates](#) and maintain documentation required by MaineCare policies.

Please follow these guidelines for handling record requests:

- Designate a point of contact to handle record requests.
- Make the request a priority. Begin to process the request as soon as you receive it and provide the requested documentation as soon as possible, but no later than the due date.
- Read the request thoroughly, paying close attention to the recipient name and dates of service requested.
- Research within your agency thoroughly if you are unable to locate the recipient's record for the date of service requested.
- Cross-reference records for name changes, including for newborns. Ensure that the recipient's name on the record is the same as on the claim sampled.
- View the record for document or image readability quality. Make sure no marks or highlights obscure information.
- Monitor photocopy service turnaround time and copy both sides of two-sided documents.

Please remember to keep the following in mind when maintaining MaineCare members' records:

- Keep up-to-date on state policies.
- Maintain a copy of documentation that support the claim for all services performed outside of the provider's office.
- Sending billing information is not proof that services were provided.
- It is important to submit the records requested no matter how small the amount of the payment involved.
- From an audit perspective, if it was not documented, it was not done.